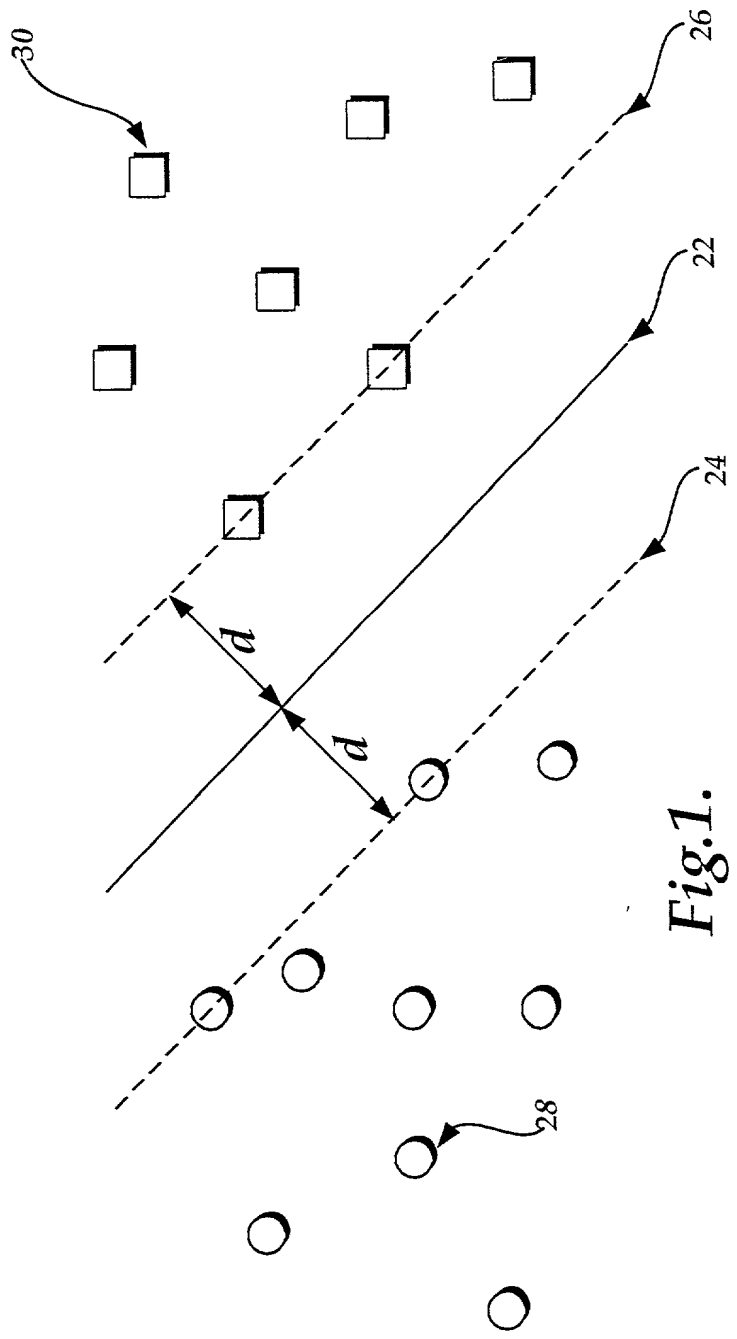

Fig.1.

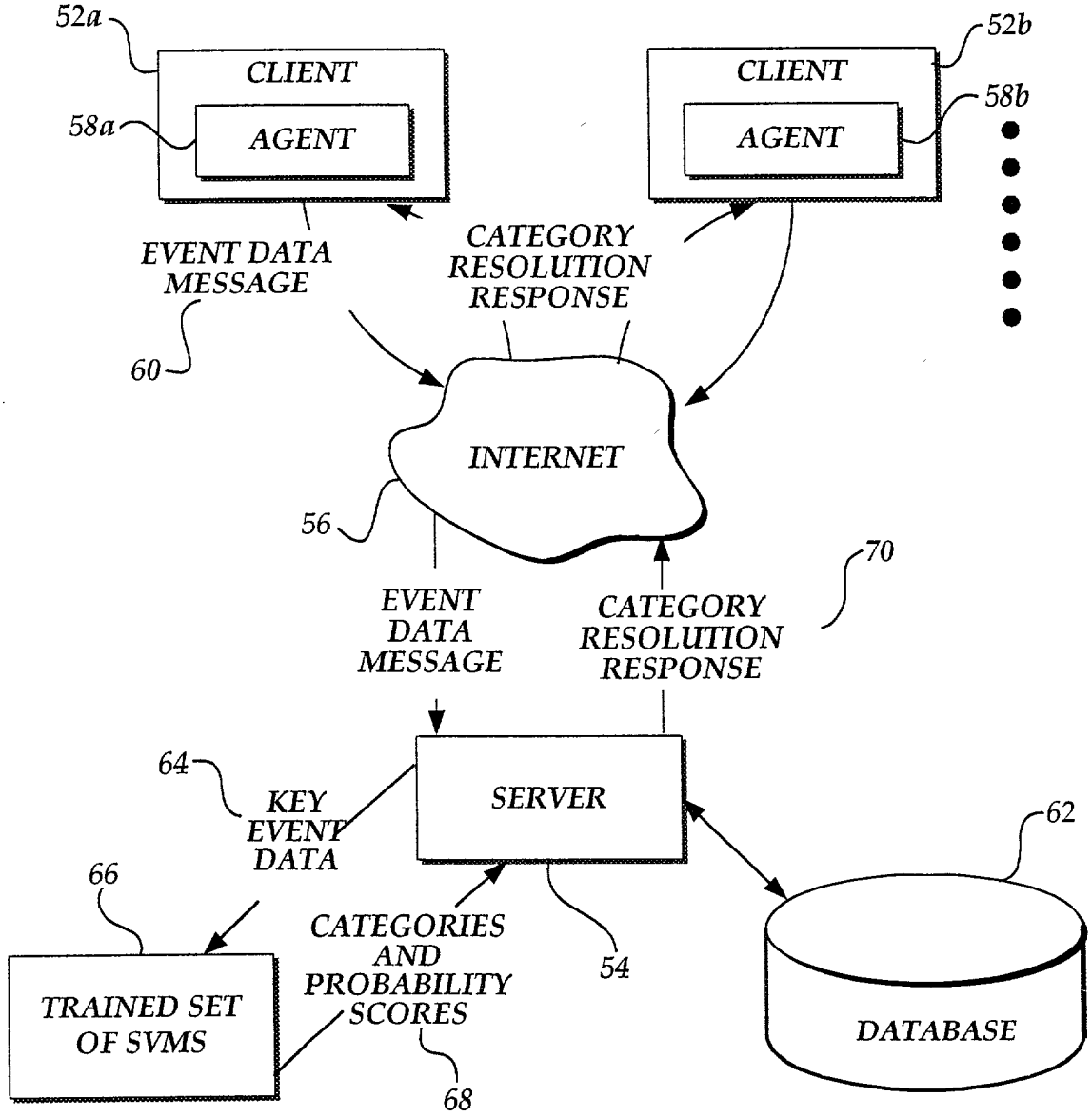
52a
CLIENT
58a
AGENT
52b
CLIENT
58b
AGENT
EVENT DATA MESSAGE
60
CATEGORY RESOLUTION RESPONSE
INTERNET
56
EVENT DATA MESSAGE
CATEGORY RESOLUTION RESPONSE
70
64
KEY EVENT DATA
SERVER
62
66
CATEGORIES AND PROBABILITY SCORES
54
TRAINED SET OF SVMS
68
DATABASE

Fig.2.

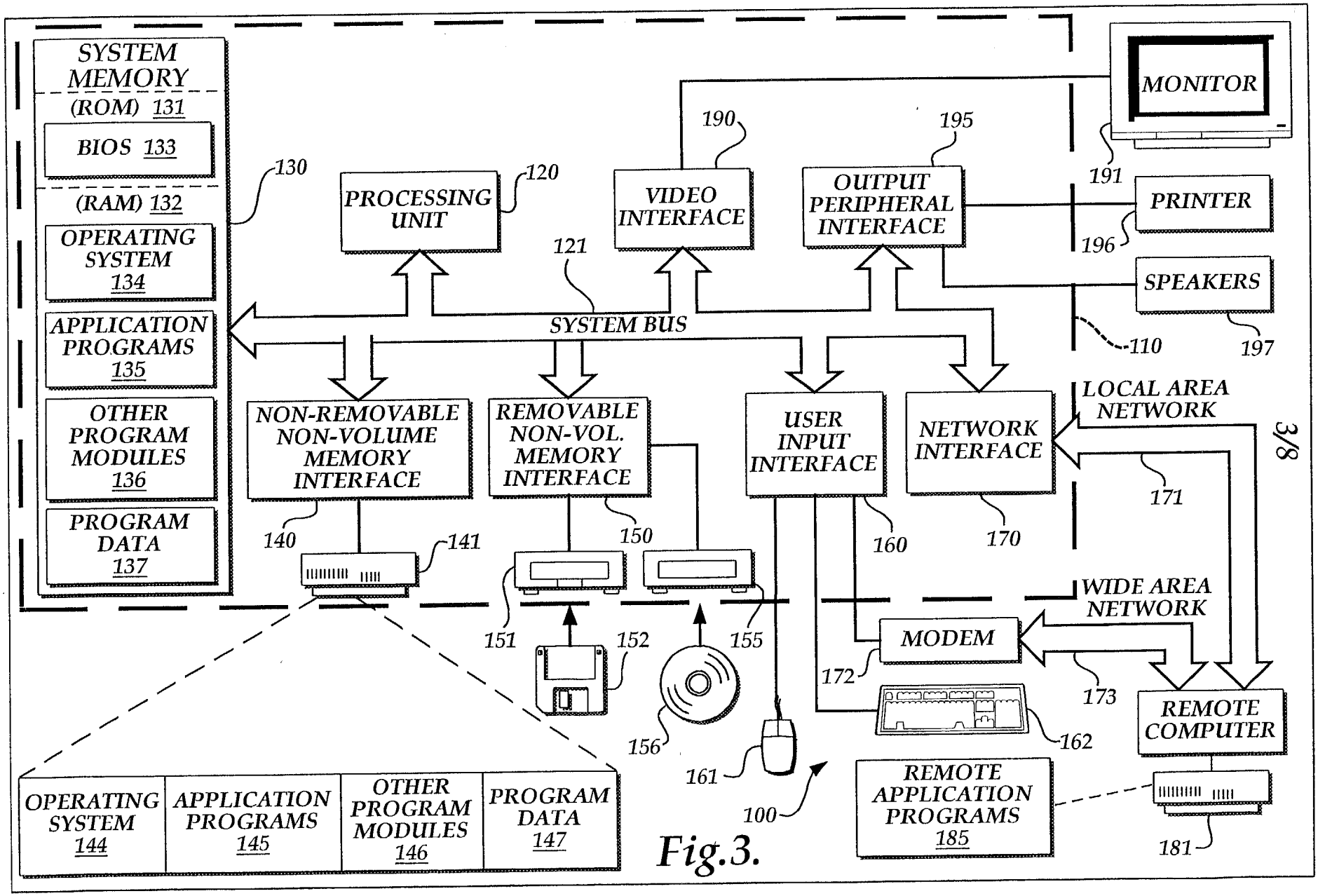
SYSTEM MEMORY
(ROM) 131
BIOS 133
(RAM) 132
OPERATING SYSTEM 134
APPLICATION PROGRAMS 135
OTHER PROGRAM MODULES 136
PROGRAM DATA 137
130
PROCESSING UNIT
120
VIDEO INTERFACE
190
OUTPUT PERIPHERAL INTERFACE
195
MONITOR
191
PRINTER
196
SPEAKERS
197
110
121
SYSTEM BUS
NON-REMOVABLE NON-VOLUME MEMORY INTERFACE
REMOVABLE NON-VOL. MEMORY INTERFACE
USER INPUT INTERFACE
NETWORK INTERFACE
LOCAL AREA NETWORK
171
140
141
150
160
170
WIDE AREA NETWORK
MODEM
172
173
151
152
155
156
161
162
100
REMOTE COMPUTER
REMOTE APPLICATION PROGRAMS 185
181
OPERATING SYSTEM 144
APPLICATION PROGRAMS 145
OTHER PROGRAM MODULES 146
PROGRAM DATA 147

Fig.3.

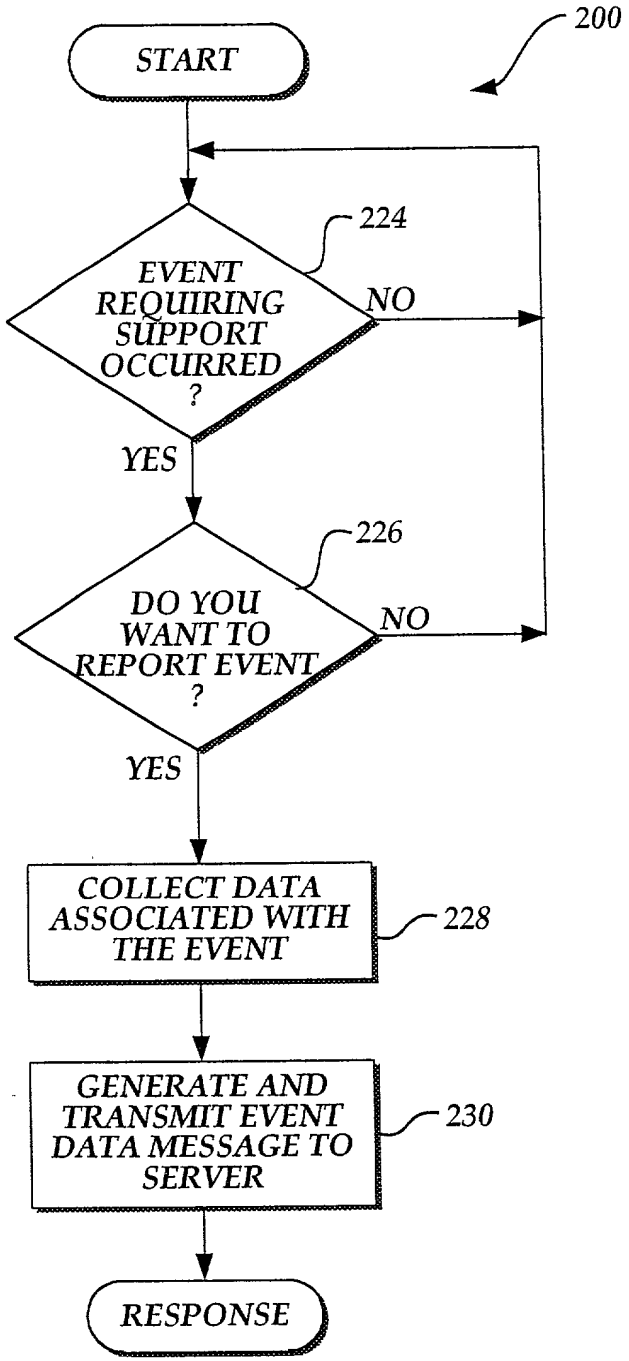
200
START
224
EVENT REQUIRING SUPPORT OCCURRED ?
NO
YES
226
DO YOU WANT TO REPORT EVENT ?
NO
YES
COLLECT DATA ASSOCIATED WITH THE EVENT
228
GENERATE AND TRANSMIT EVENT DATA MESSAGE TO SERVER
230
RESPONSE

Fig.4.

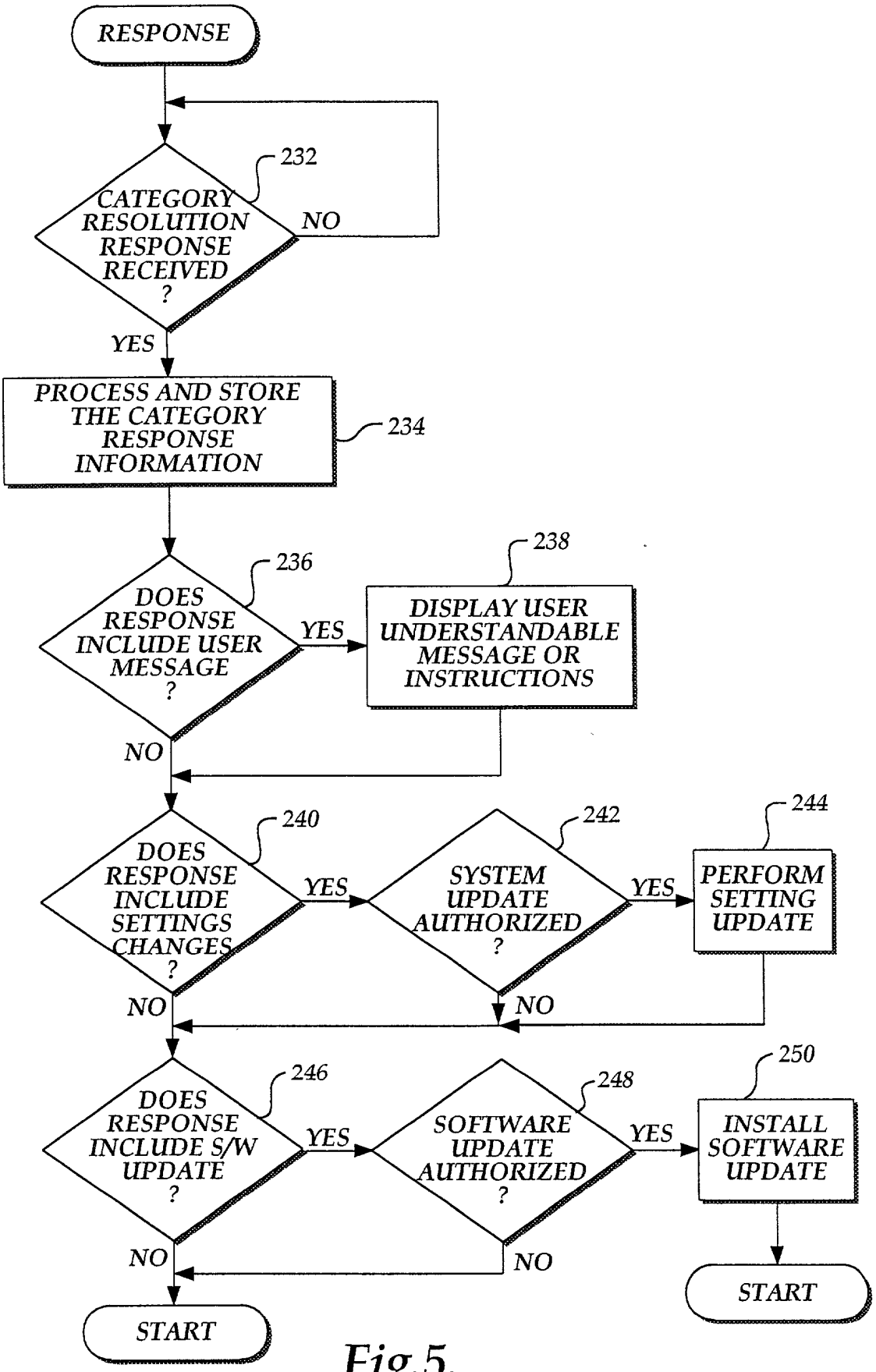
RESPONSE
232
CATEGORY RESOLUTION RESPONSE RECEIVED ?
NO
YES
PROCESS AND STORE THE CATEGORY RESPONSE INFORMATION
234
236
DOES RESPONSE INCLUDE USER MESSAGE ?
YES
238
DISPLAY USER UNDERSTANDABLE MESSAGE OR INSTRUCTIONS
NO
240
DOES RESPONSE INCLUDE SETTINGS CHANGES ?
YES
242
SYSTEM UPDATE AUTHORIZED ?
YES
244
PERFORM SETTING UPDATE
NO
NO
246
DOES RESPONSE INCLUDE S/W UPDATE ?
YES
248
SOFTWARE UPDATE AUTHORIZED ?
YES
250
INSTALL SOFTWARE UPDATE
NO
NO
START
START

Fig.5.

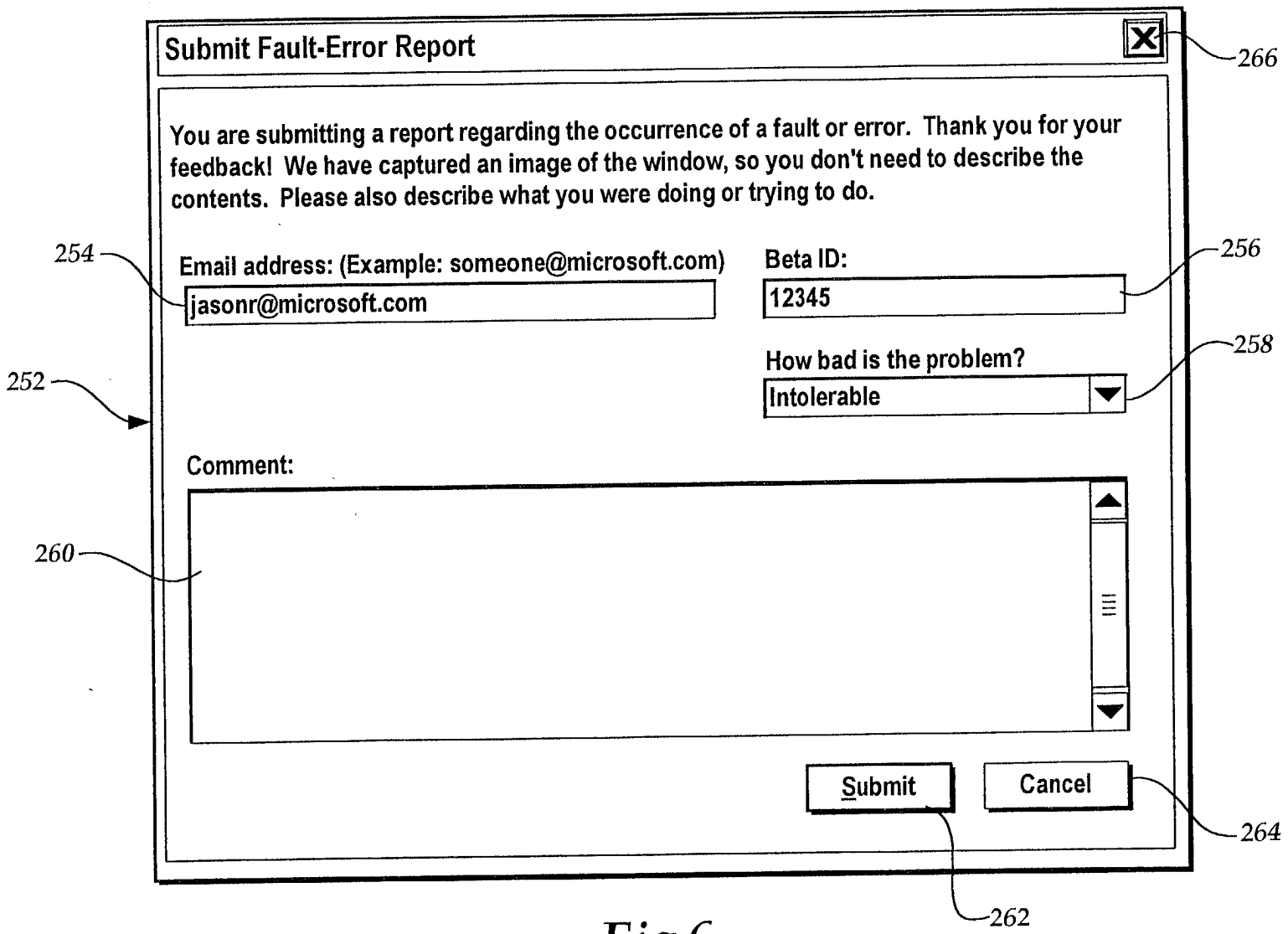
Submit Fault-Error Report
You are submitting a report regarding the occurrence of a fault or error. Thank you for your feedback! We have captured an image of the window, so you don't need to describe the contents. Please also describe what you were doing or trying to do.
Email address: (Example: someone@microsoft.com)
jasonr@microsoft.com
Beta ID:
12345
How bad is the problem?
Intolerable
Comment:
Submit
Cancel
252
254
256
258
260
262
264
266

Fig.6.

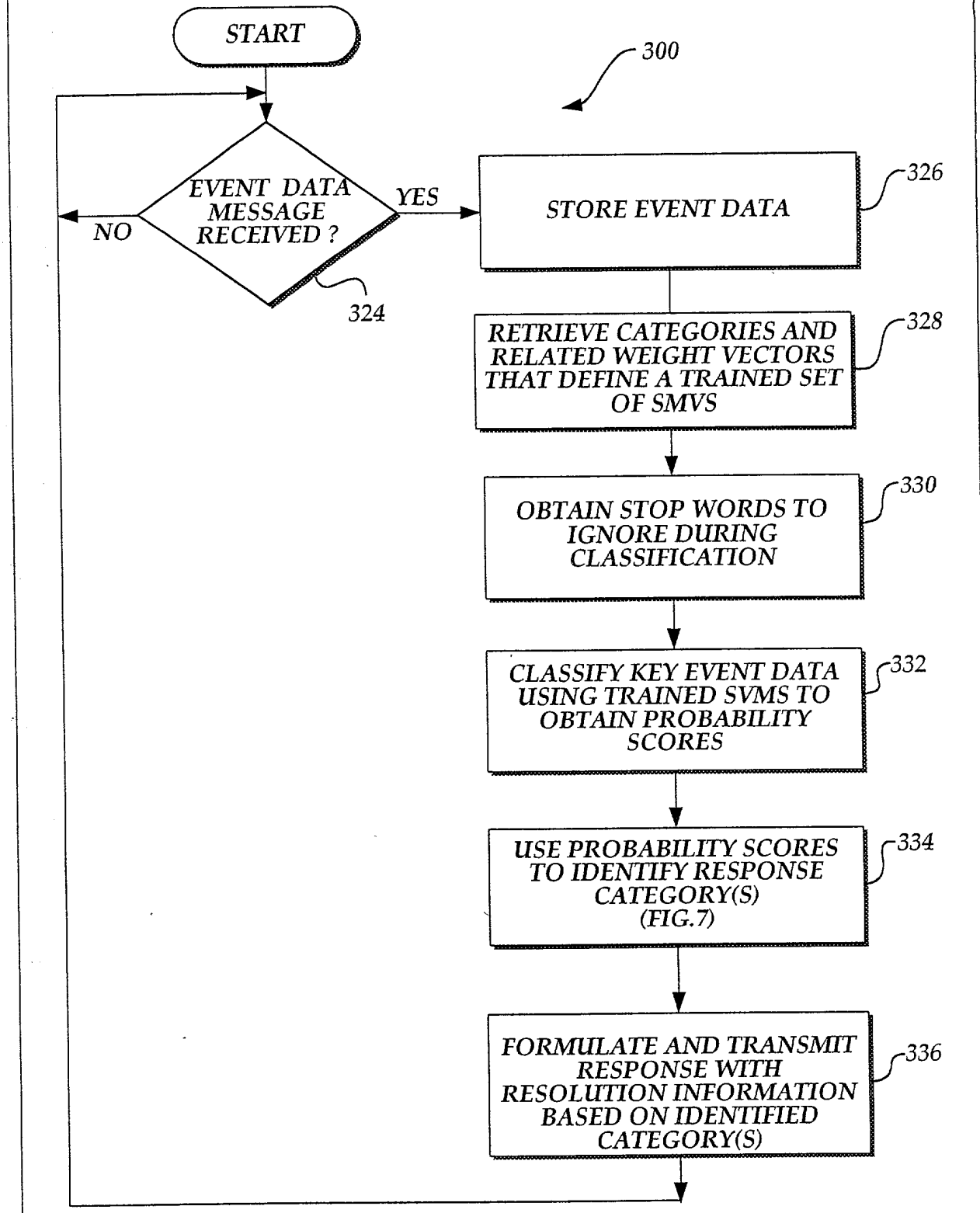
START
300
EVENT DATA MESSAGE RECEIVED ?
YES
NO
324
STORE EVENT DATA
326
RETRIEVE CATEGORIES AND RELATED WEIGHT VECTORS THAT DEFINE A TRAINED SET OF SMVS
328
OBTAIN STOP WORDS TO IGNORE DURING CLASSIFICATION
330
CLASSIFY KEY EVENT DATA USING TRAINED SVMS TO OBTAIN PROBABILITY SCORES
332
USE PROBABILITY SCORES TO IDENTIFY RESPONSE CATEGORY(S) (FIG.7)
334
FORMULATE AND TRANSMIT RESPONSE WITH RESOLUTION INFORMATION BASED ON IDENTIFIED CATEGORY(S)
336

Fig.7.

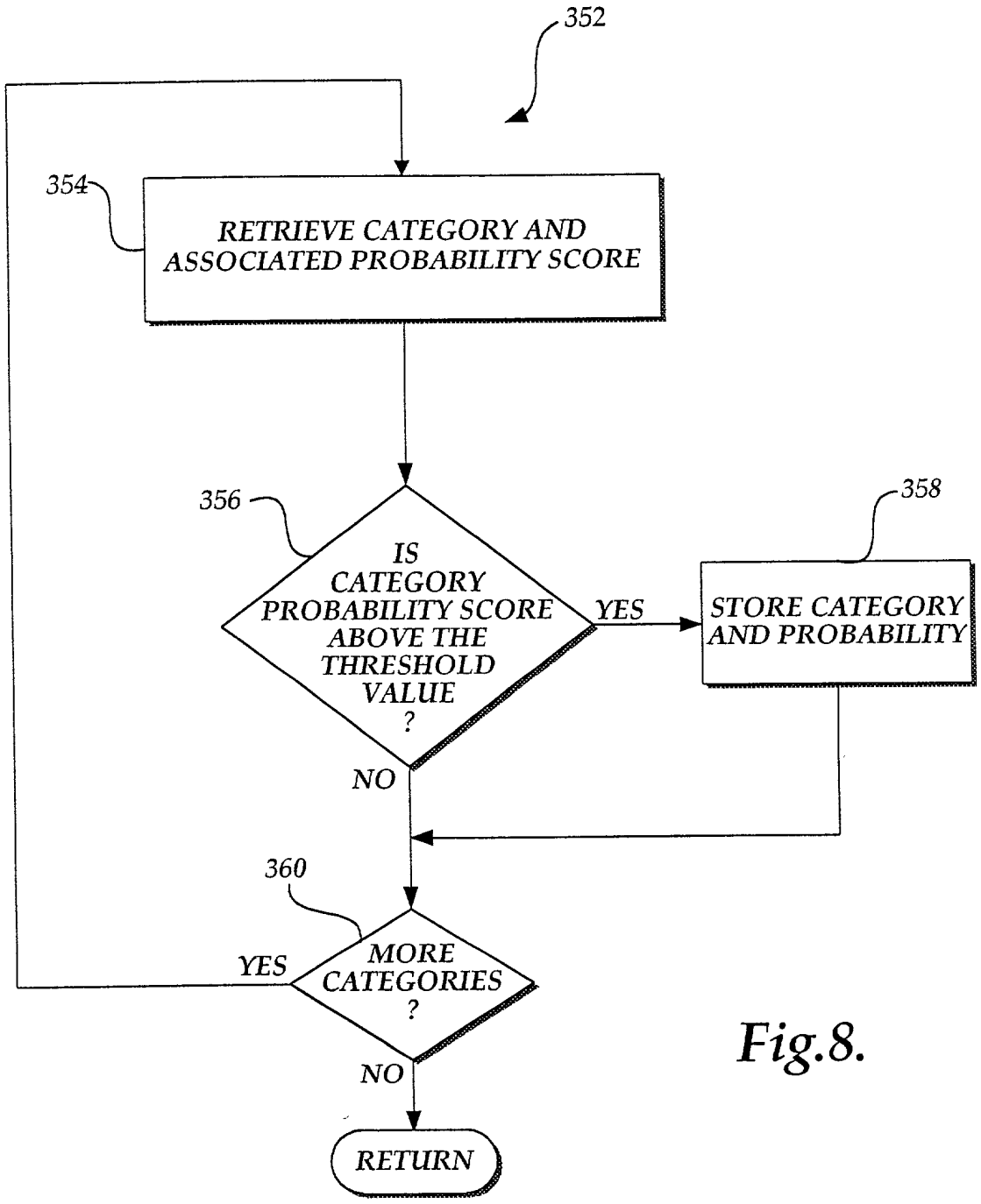
352
354
RETRIEVE CATEGORY AND ASSOCIATED PROBABILITY SCORE
356
IS CATEGORY PROBABILITY SCORE ABOVE THE THRESHOLD VALUE ?
YES
358
STORE CATEGORY AND PROBABILITY
NO
360
MORE CATEGORIES ?
YES
NO
RETURN

Fig.8.